



A GSP Bulletin provides essential information to Ground Service Providers on matters of an ISAGO Audit, ISAGO Registration or Station Accreditation or the requirements of the ISAGO Audit Program. It is published by IATA as necessary, reviewed periodically and remains in force until revoked.

2020/4 ISAGO PROGRAM MANUAL (GOPM) TEMPORARY REVISION (TR) 1, CORONAVIRUS (COVID-19) MEASURES FOR ISAGO AUDITS

As stated in GSP Bulletin 2020/3, we have looked at measures to provide some respite for those of you affected by the COVID-19 outbreak and your ISAGO registration is potentially at risk. These measures are outlined in a Temporary Revision to the ISAGO Program Manual (Edition 2) that is attached to this Bulletin (and available from the [ISAGO website](#)) and effective 25 March 2020.

Extenuating circumstances can now apply if your renewal audit could not/cannot take place because of the virus and additional time is given. The expiry date of the associated ISAGO Registration or Station Accreditation does not change but you are given up to 180 days beyond the expiry date in which the onsite audit can take place without cancelling your registration. A claim of extenuating circumstances on the scheduling of your renewal audit can be made through your assigned ISAGO Agent, who in turn will inform us of the impact of the virus. In many cases we already are aware of audit postponements and the circumstances.

This GSP Bulletin and a claim of extenuating circumstances cannot apply to the conduct of an initial ISAGO audit. The measures are exclusively for GSPs that are currently ISAGO registered and had/have a renewal audit scheduled to take place in 2020 to meet the condition specified in GOPM 2.3.1.

As previously mentioned, there is an embargo on the scheduling of ISAGO audits until June. So, if you have an expiry date during that period, we will confirm with you the status of your renewal audit(s) and a tentative plan to reschedule the onsite audit(s). For a renewal audit from June onwards, we will confirm these details nearer the time and as necessary.

In addition, the postponement of an ISAGO audit will be mitigated in part by a self-declaration reporting scheme. The purpose of the scheme is for you to be able to demonstrate to your customers that, despite the difficult circumstances, you have been able to maintain essential safety oversight of your ground operations. This information, or part of it, will be made available only to airlines that have access to the ISAGO Registry. We will outline how you will be able to provide the mitigation reports in the communication mentioned above.

All other requirements in the GOPM, including existing provisions on extenuating circumstances (GOPM 2.10), remain effective. The Temporary Revision will be revoked once the COVID-19 situation no longer has an impact on renewal audits; however, we are monitoring developments and you can expect further measures if the outbreak continues beyond the time anticipated or as necessary to allow and help the industry and the program to recover.

Approved by: Paul Fleming, Head, Ground Ops Audits

Date: 25 March 2020



The following GSP Bulletins are hereby revoked:

- 2019/6 18 October 2019, ISAGO Program Update
- 2020/2 4 March 2020, Impact of Coronavirus (COVID-19) on ISAGO Audits
- 2020/3 19 March 2020, Impact of Coronavirus (COVID-19) on ISAGO Audits (Update)

GSP Bulletins currently in force:

- 2018/7 15 June 2018, Corrective Action Records
- 2018/9 16 August 2018, Guidelines for Auditees - ISAGO Audit Software User Manual & ISAGO Audit Follow-Up Activities
- 2019/1 2 January 2019, GOPM Edition 2
- 2019/4 17 May 2019, Temporary Revision 1 to GOSM Edition 8
- 2019/5 10 October 2019, ISAGO Registration/Station Accreditation Press Releases and Use of IATA Brand and ISAGO Logos
- 2019/7 20 December 2019, Audit Allocation 2020
- 2020/1 15 January 2020, ISAGO Standards Manual (GOSM) Edition 9
- 2020/4 25 March 2020, ISAGO Program Manual (GOPM) Temporary Revision (TR) 1, Coronavirus (COVID-19) Measures for ISAGO Audits



ISAGO Program Manual

Edition 2 Temporary Revision 1

Effective 25 March 2020





Temporary Revision 1
GOPM Ed2

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ISAGO Program Manual

Notification of Amendment

Purpose

The purpose of this Temporary Revision (TR) is to notify the amendment to the ISAGO Program Manual (GOPM) Edition 2 prior to the issue of a new edition. The amendment includes the introduction of new and revised requirements that have a direct effect on the operation of the ISAGO program and need to be implemented to schedule audits in the coming year.

Applicability

This TR is effective from 25 March 2020. The TR remains in effect until revoked or superseded by the next edition of the GOPM.

General Overview of the Amendment

The TR amendments in the ISAGO program are made in the following areas:

Section 2— ISAGO Registration and Station Accreditation

- Additional extenuating circumstance
- Additional Registry annotation

Indication of Changes Made

The changes and new/amended text of the GOPM are detailed in the Appendix to this TR. In the Appendix you can compare the new text with, if relevant, the text of Edition 2.

It is important that you review the changes in relation to the rest of Edition 2.

Figures that require amendment are not included in this TR but will appear in the next edition of the GOPM.



Temporary Revision 1
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Governance

The changes of this TR were agreed by the ISAGO Oversight Council, and have been subject to the Manual Approval Process as outlined in the GOPM Introduction. The amendment may be subject to further review and approval when publishing the next edition of the GOPM.

	Name	Date
Reviewed by:	Paul Fleming Head, Ground Ops Audits	24 March 2020
Recommended by:	Catalin Cotrut Director, Audit Programs	24 March 2020
Approved by:	Gilberto Lopez Meyer Senior Vice President, Safety and Flight Operations	25 March 2020



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Appendix - Changes/New and Amended Text of the Temporary Revision

Section 2— ISAGO Registration and Station Accreditation

2.10 Extenuating Circumstances

The following changes made to add additional Extenuating Circumstances.

Description of Change	GOPM Ed2	GOPM Ed2 TR1
<p>Clause 2.10 Additional extenuating circumstance added and editorial changes</p>	<p>2.10 Extenuating Circumstances</p> <p>2.10.1 The GSP can submit a claim of extenuating circumstances to IATA if it becomes known that audit closure will not be achieved on time due to plausible circumstances. Such circumstances will be those beyond the control of the GSP. The basis and justification of the claim should be clearly stated, and any relevant evidence should be included.</p> <p>2.10.2 The GSP's Registration and the Accreditation of Stations will remain valid while the claim is being addressed, and all interested parties will be notified by IATA.</p> <p>2.10.3 IATA will review the claim and, if accepted, will specify:</p> <ul style="list-style-type: none"> a) the additional actions to be taken or the conditions that apply to achieve a resolution; b) the date by which resolution has to be achieved, which will be no more than 90 days from the date that IATA reviews the claim; and c) the consequences if a resolution is not achieved by the specified date. <p>2.10.4 The original ISAGO Registration or Station Accreditation conditions will remain if IATA does not accept the claim.</p>	<p>2.10 Extenuating Circumstances</p> <p>2.10.1 The GSP can submit a claim of extenuating circumstances to IATA if it is not possible to undergo or complete a renewal ISAGO audit due to conditions and limitations related to and/or caused by the COVID-19 outbreak or it becomes known that audit closure will not be achieved on time.</p> <p>2.10.2 The basis and justification of the claim should be clearly stated, and any relevant evidence should be included.</p> <p>2.10.3 IATA will review the claim and, if accepted, will specify:</p> <ul style="list-style-type: none"> a) the additional actions to be taken or the conditions that apply to achieve a resolution; b) the date by which resolution has to be achieved, which will be no more than: <ul style="list-style-type: none"> i) 90 days from the date that IATA reviews the claim in the case of failure to close the audit within the required time; or ii) 180 days following the ISAGO Registration or Station Accreditation expiry date if it is not possible to undergo or complete a renewal audit due to an outbreak of COVID-19; and c) the consequences if a resolution is not achieved by the specified date.



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Description of Change	GOPM Ed2	GOPM Ed2 TR1
		<p>2.10.4 The GSP's Registration and the Accreditation of Stations (as applicable) will remain valid while the claim is being addressed, and an annotation shall be placed on the ISAGO Registry while the extenuating circumstances apply.</p> <p>2.10.5 The ISAGO Registration or Station Accreditation expiry date will remain unchanged.</p> <p>2.10.6 A GSP whose claim of extenuating circumstances because of COVID-19 is accepted by IATA shall submit a self-declaration report as directed by IATA. Failure to provide and update this report may result in invalidation of the extenuating circumstances claim. The whole report or parts of it may be made available to airlines that have access to the ISAGO Registry pursuant to the rules and procedures of the ISAGO Program.</p> <p>2.10.7 The original ISAGO Registration or Station Accreditation conditions will remain if IATA does not accept the claim.</p>



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2.13 The ISAGO Registry – Promulgation of ISAGO Registration

The following changes made to add additional Extenuating Circumstances.

Description of Change	GOPM Ed2			GOPM Ed2 TR1		
	Reason	Annotation	Description	Reason	Annotation	Description
Table 2.1 Additional extenuating circumstance annotation added	Extenuating circumstances	Extenuating circumstances apply to the closure of the audit until [date]	Applies while the circumstances described in 2.10 (and 2.11.8) exist.	Extenuating circumstances	Extenuating circumstances apply to the closure of the audit until [date] Or (if applicable) Extenuating circumstances apply to the conduct of the Registration/Station Accreditation renewal audit due to the outbreak of the Coronavirus (COVID-19). The extenuating circumstances apply until the [ISAGO Registration/Station Accreditation] is renewed or [date] at the latest.	Applies while the circumstances described in 2.10 (and 2.11.8) exist.
Clause 2.13.7 Editorial change	An ISAGO Registration or Station Accreditation that was canceled (for example due to the loss of the GSP's license to operate) or was not renewed prior to the expiry date will be removed from the ISAGO Registry.			An ISAGO Registration or Station Accreditation will be removed from the ISAGO Registry if it was canceled (for example due to the loss of the GSP's license to operate) or was not renewed prior to the expiry date and an extenuating circumstance does not apply.		

- END -